



## Aastra Models 6700i and 9000i Series SIP IP Phones



## SIP 3.3.1 Service Pack 2 Hot Fix 1 Release Notes

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# SIP IP Phone Models 6700i and 9000i Series Phones Release Notes 3.3.1 Service Pack (SP)2 Hot Fix (HF)1

## About this Document

This document provides details on new features and/or issues resolved for the 6700i Series SIP IP Phones (6730i, 6731i, 6735i, 6737i, 6739i, 6753i, 6755i, 6757i, 6757i CT) and the 9000i Series SIP IP Phones (9143i, 9480i, 9480i CT) for Release 3.3.1 SP2 HF1.

**Note:**

This release applies to the phone models mentioned above only.

For more detailed information about features associated with each phone, and for information on how to use the phones, see your model-specific *SIP IP Phone Installation Guide* and the *SIP IP Phone User Guide*.

For detailed information about more advanced features, see the *Aastra Models 9000i and 6700i Series SIP IP Phones Administrator Guide* and/or the *Development Guide XML API For Aastra SIP Phones*.

## Release Notes Topics

Topics in these release notes include:

- General Information
- New Features in Release 3.3.1 SP2 HF1
- Additional Information
- Issues Resolved in Release 3.3.1 SP2 HF1
- Contacting Aastra Telecom Support

## General Information

### Release Content Information

This document provides release content information on the Aastra 9000i and 6700i Series SIP IP Phone firmware.

Model	Release name	Release version	Release filename	Release date
6730i	Generic SIP	3.3.1 SP2 HF1	FC-001319-02-REV11	September 2013
6731i	Generic SIP	3.3.1 SP2 HF1	FC-001318-02-REV11	September 2013
6735i	Generic SIP	3.3.1 SP2 HF1	FC-001362-01-REV02	September 2013
6737i	Generic SIP	3.3.1 SP2 HF1	FC-001363-01-REV02	September 2013
6739i	Generic SIP	3.3.1 SP2 HF1	FC-001317-02-REV11	September 2013
6753i	Generic SIP	3.3.1 SP2 HF1	FC-001321-02-REV11	September 2013
6755i	Generic SIP	3.3.1 SP2 HF1	FC-001322-02-REV11	September 2013
6757i	Generic SIP	3.3.1 SP2 HF1	FC-001323-02-REV11	September 2013
6757i CT	Generic SIP	3.3.1 SP2 HF1	FC-001324-02-REV11	September 2013
9143i	Generic SIP	3.3.1 SP2 HF1	FC-001325-02-REV11	September 2013
9480i	Generic SIP	3.3.1 SP2 HF1	FC-001326-02-REV11	September 2013
9480i CT	Generic SIP	3.3.1 SP2 HF1	FC-001327-02-REV11	September 2013

### Hardware Supported

This release of firmware is compatible with the following Aastra IP portfolio products:

673xi Models	675xi Models	9xxxi Models
6730i	6753i	9143i
6731i	6755i	9480i
6735i	6757i	9480i CT
6737i	6757i CT	
6739i		

## **Bootloader Requirements**

This release of firmware is compatible with the following Aastra IP portfolio product bootloader versions:

<b>673xi Models</b>	<b>675xi Models</b>	<b>9xxxi Models</b>
6730i: Bootloader 2.4.0.80 or higher	6753i: Bootloader 2.0.1.1055 or higher	9143i: Bootloader 2.2.0.166 or higher
6731i: Bootloader 2.4.0.80 or higher	6755i: Bootloader 2.0.1.1055 or higher	9480i: Bootloader 2.2.0.166 or higher
6735i: Bootloader 2.1.0.0.0 or higher	6757i: Bootloader 2.0.1.1055 or higher	9480i CT: Bootloader 2.2.0.166 or higher
6737i: Bootloader 2.1.0.0.0 or higher	6757i CT: Bootloader 2.0.1.1055 or higher	
6739i: Bootloader 3.0.0.167 or higher		

# New Features in Release 3.3.1 SP2 HF1

This section provides the new features in SIP IP Phone Release 3.3.1 SP2 HF1. The following table summarizes each new feature and provides a link to more information within this release note. Each feature also specifies whether it affects the Administrator, the User, or the XML Developer.

This table may also provide the documentation location of features that have already been documented in Aastra's documentation suite. Refer to those documents for more information about the applicable feature.

Feature	Description
<b>Configuration Features</b>	
Option to Remove the "More" Softkey when Not Required  (For Administrators)	A new feature has been introduced in Release 3.3.1 SP2 HF1 whereby Administrators can now control how softkeys are displayed on the phone's screen when the number of softkeys configured matches the exact number of softkey buttons on the phone. <b>*New for 9480i, 9480i CT, 6739i, 6755i, 6757i, &amp; 6757i CT</b>
Disabling Line Hard Keys  (For Administrators)	Configuration parameters have been introduced in Release 3.3.1 SP2 HF1 allowing Administrators the ability to disable the phone's Line hard keys. <b>*New for all phones</b>
Ring Tones for BLF>List-Monitored Extensions  (For Administrators)	With Release 3.3.1 SP2 HF1, Administrators can now control whether or not a ring tone is played when there is an incoming call on a BLF>List-monitored extension. Each BLF>List-monitored extension can be individually configured to play one of five different ring tones (or to play none at all). <b>*New for all phones</b>

# Additional Information

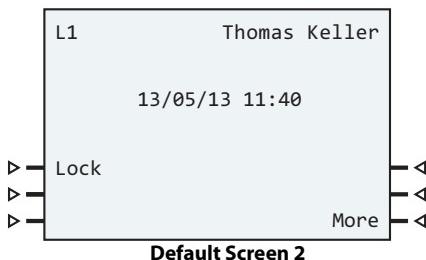
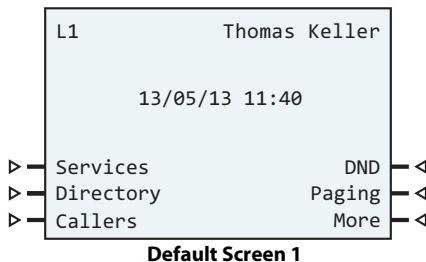
## Configuration Features

### Option to Remove the “More” Softkey when Not Required

A new feature has been introduced in Release 3.3.1 SP2 HF1 whereby Administrators can now control how softkeys are displayed on the 9480i, 9480i CT, 6739i, 6755i, 6757i, and 6757i CT IP phones' screens when the number of softkeys configured matches the exact number of softkey buttons on the phone.

For example, with the 9480i, 9480i CT, and 6755i IP phones, each have a total of six physical softkey buttons. By default, when a total of six softkeys are configured, the screen displays five softkeys and offers a “More” option to access the remaining softkey.

#### Default Display of Six Configured Softkeys (9480i, 9480i CT, and 6755i)



## Additional Information

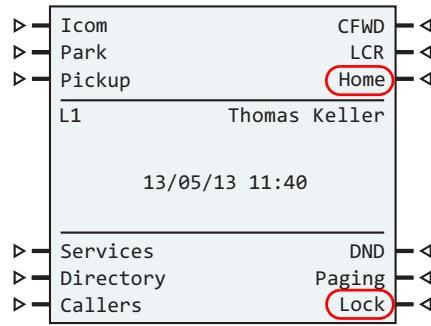
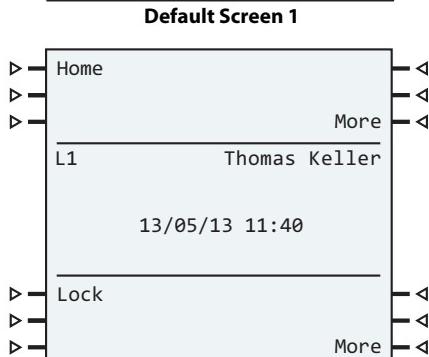
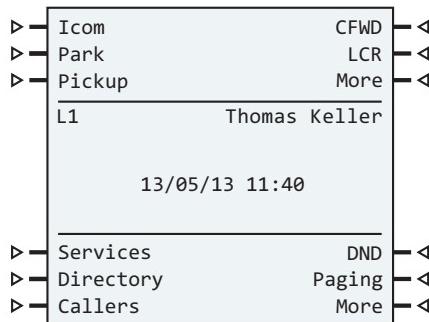
By enabling the “**collapsed more softkey screen**” parameter, in the scenario above, the “More” softkey is removed allowing the phones to display all six configured softkeys on one screen.

### Display of Six Configured Softkeys with Parameter Enabled (9480i, 9480iCT, and 6755i)



When the “**collapsed more softkey screen**” parameter is enabled for the 6757i and 6757i CT IP phones, the phones will apply the same behavior if six top softkeys or six bottom softkeys are configured.

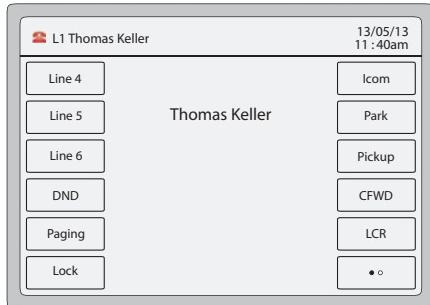
### Display Comparison of Six Configured Top Softkeys and Six Configured Bottom Softkeys (6757i and 6757iCT)



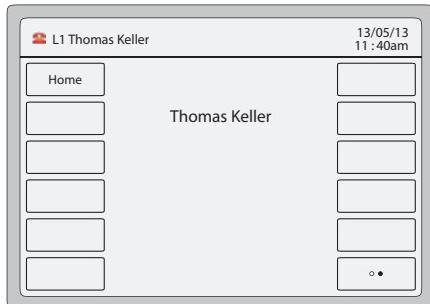
Parameter Enabled

When the “**collapsed more softkey screen**” parameter is enabled for the 6739i IP phone, the phone will apply the same behavior if a total of 12 softkeys are configured.

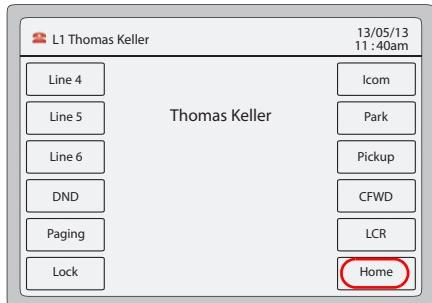
### Display Comparison of 12 Configured Softkeys (6739i)



**Default Screen 1**



**Default Screen 2**



**Parameter Enabled**

### ***Configuring the Display Behavior of the Softkeys***

Use the following parameter to configure the display behavior of the softkeys as per the scenario described above:

<b>Parameter –</b> <i>collapsed more softkey screen</i>	<b>Configuration Files</b> aastra.cfg, <model>.cfg, <mac>.cfg
<b>Description</b>	Controls how softkeys are displayed on the 9480i, 9480i CT, 6739i, 6755i, 6757i, and 6757i CT IP phones' screens when the number of softkeys configured matches the exact number of softkey buttons on the phone. By default, when a total of six softkeys are configured for the 9480i, 9480i CT, and 6755i IP phones, the screen displays five softkeys and offers a "More" option to access the remaining softkey. When this parameter is enabled, the "More" softkey is removed allowing the phones to display all six configured softkeys on one screen. The same behavior is applied to the 6757i and 6757i CT IP phones when six top softkeys or six bottom softkeys are configured as well as when a total of 12 softkeys are configured for the 6739i IP phone.
<b>Format</b>	Integer
<b>Default Value</b>	0 (Disabled)
<b>Range</b>	0-1 0 (Disabled) 1 (Enabled)
<b>Example</b>	collapsed more softkey screen: 1

## Disabling Line Hard Keys

Configuration parameters have been introduced in Release 3.3.1 SP2 HF1 allowing Administrators the ability to disable the phone's Line hard keys.

### Example of Symbol and Text Line Hard Keys



The following parameters can be used to disable the Line hard keys and lock them to the disabled state:

Configuration Parameter	Description
hardkeyN type	The type of key to which you would like to change the Line hard key. Valid types include: <ul style="list-style-type: none"> <li>• <b>none</b> - Indicates the Line hard key is disabled.</li> <li>• <b>line (default)</b> - Indicates the Line hard key is configured for line use.</li> </ul>
hardkeyN lock	Locks the specified Line hard key on the IP phones. When enabled, the phone locks the key with the provisioned local settings and prevents users from changing or configuring the key.

#### Notes:

- The value of "N" in the above "hardkeyN" parameter corresponds to the Line hard key's number of the specific IP phone model.
- Line hard keys are only configurable using the configuration files.

### Example

To disable all four Line hard keys on the 6755i, add the following parameters in the respective configuration file:

```
hardkey1 type: none
hardkey2 type: none
hardkey3 type: none
hardkey4 type: none
```

## *Additional Information*

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To lock all four Line hard keys in the disabled state, append the following parameters to the above:

```
hardkey1 lock: 1  
hardkey2 lock: 1  
hardkey3 lock: 1  
hardkey4 lock: 1
```

With all four Line hard keys configured as “None”, lines one to four are now free to be configured to any softkey or programmable key using the configuration files or through the Aastra Web UI.

### ***Disabling Line Hard Keys***

Use the following parameters to disable the Line hard keys:

<b>Parameter – hardkeyN type</b>	<b>Configuration Files</b> aastra.cfg, <model>.cfg, <mac>.cfg
<b>Description</b>	The type of key to which you would like to change the Line hard key. Valid types include: <ul style="list-style-type: none"><li>• <b>none</b> - Indicates the Line hard key is disabled.</li><li>• <b>line</b> - Indicates the Line hard key is configured for line use.</li></ul>
<b>Format</b>	Text
<b>Default Value</b>	line
<b>Range</b>	none line
<b>Example</b>	hardkey1 type: none

<b>Parameter – hardkeyN lock</b>	<b>Configuration Files</b> aastra.cfg, <model>.cfg, <mac>.cfg
<b>Description</b>	Locks the specified Line hard key on the IP phones. When enabled, the phone locks the key with the provisioned local settings and prevents users from changing or configuring the key.
<b>Format</b>	Integer
<b>Default Value</b>	0 (Disabled)
<b>Range</b>	0 (Disabled) 1 (Enabled)
<b>Example</b>	hardkey1 lock: 1

## Ring Tones for BLF>List-Monitored Extensions

With Release 3.3.1 SP2 HF1, Administrators can now control whether or not a ring tone is played when there is an incoming call on a BLF>List-monitored extension. Each BLF>List-monitored extension can be individually configured to play one of five different ring tones (or to play none at all).

After configuring the BLF>List URI and BLF>List keys, you can enable ring tone playback on the BLF>List-monitored extensions by defining the existing “**play a ring splash**” parameter as “1” in the respective configuration file. Additionally, the following “**ring splash**” parameters can be used to control which specific ring tone is played (depending on the type of key for which BLF>List functionality is configured):

- **softkeyN ring splash**
- **prgkeyN ring splash**
- **topsoftkeyN ring splash**
- **expmodX keyN ring splash**

Applicable values for the above parameters include:

- **100** (Ring tone 1)
- **101** (Ring tone 2)
- **102** (Ring tone 3)
- **103** (Ring tone 4)
- **104** (Ring tone 5)
- **105** (Silence)

### Note:

Ring tones are based on the current ring tone set configured on the IP phone.

## Examples

To enable ring tone 3 playback for a BLF>List-monitored extension configured on a soft/prg/topsoft/expmodX “key1”, add the following parameters in the respective configuration file:

### For Softkeys

```
play a ring splash: 1
softkey1 type: list
softkey1 ring splash: 102
```

### **For Programmable Keys**

```
play a ring splash: 1  
prgkey1 type: list  
prgkey1 ring splash: 102
```

### **For Top Softkeys**

```
play a ring splash: 1  
topsoftkey1 type: list  
topsoftkey1 ring splash: 102
```

### **For Expansion Module Keys**

```
play a ring splash: 1  
expmod1 key1 type: list  
expmod1 key1 ring splash: 102
```

### **Considerations**

When using this feature the following must be taken into consideration:

- If there is an incoming call on a BLF/List-monitored extension, the corresponding ring tone will play only if all of the regular lines are in an idle or hold state and both paging and conf/xfer is not active.
- The BLF/List-related ring tone will stop playing if a regular line starts dialing, starts ringing, is unheld, or if paging is activated. The BLF/List-related ring tone will resume when the phone is in an idle state and paging is not active.
- If multiple BLF/List-monitored extensions are ringing simultaneously, they are placed in a queue based on the ringing start time and priority is given to the extension that rang first. For example, if BLF/List is configured for extension 1, extension 2, and extension 3, and all three receive incoming calls in sequence, the phone will play the ring tone for extension 1. If ringing stops for extension 1, ringing will begin for extension 2, and so on.
- Call waiting tone playback behavior for BLF/List-monitored extensions is based on the same rules as regular lines, but the call waiting tone for BLF/List-monitored extensions will also be played/stopped when paging is activated/deactivated.

## Configuring Ring Tones for BLF>List-Monitored Extensions

Use the following parameters to configure ring tones for BLF>List-monitored extensions:

<b>Parameter –</b> <i>play a ring splash</i>	<b>Configuration Files</b> aastra.cfg, <model>.cfg, <mac>.cfg
<b>Description</b>	When a key is configured for BLF functionality, this parameter enables or disables the playing of a short "ring splash" when there is an incoming call on the BLF-monitored extension. When a key is configured for BLF/List functionality, this parameter enables or disables the playing of a ring tone when there is an incoming call on the BLF/List-monitored extension.
<b>Format</b>	Integer
<b>Default Value</b>	0 (Disabled)
<b>Range</b>	0 (Disabled) 1 (Enabled)
<b>Example</b>	play a ring splash: 1

<b>Parameter –</b> <i>softkeyN type</i> <i>prgkeyN type</i> <i>topsoftkeyN type</i> <i>expmodX keyN type</i>	<b>Configuration Files</b> aastra.cfg, <model>.cfg, <mac>.cfg
<b>Description</b>	The type of key to which you would like to change the softkey/programmable key/top softkey/expansion module key. Valid types include: <ul style="list-style-type: none"><li>• <b>none</b> - Indicates the key is disabled.</li><li>• <b>line</b> - Indicates the key is configured for line use.</li><li>• <b>speeddial</b> - Indicates the key is configured for speeddial use. You can configure a key to speeddial a specific number by pressing that key. Optionally, you can also configure a Speeddial key to dial prefix numbers. With this option, the prefix numbers automatically dial when you press the key, and the phone waits for you to enter the remaining numbers to dial. <b>Note:</b> When there is an active call, the Speeddial keys send DTMF digits through the active voice path. To dial out, you have to first put the active call on hold and then press the Speeddial key.</li><li>• <b>dnd</b> - Indicates the key is configured for do not disturb on the phone.</li><li>• <b>blf</b> - Indicates the key is configured for Busy Lamp Field (BLF) use. Users can dial out on a BLF configured key</li><li>• <b>list</b> - Indicates the key is configured for BLF/List use. Users can dial out on a BLF/List configured key. You can also use the "BLF List URI" parameter to specify a URI for the phone to access for the BLF/List.</li></ul>

<b>Description</b> (continued)	<ul style="list-style-type: none"><li>• <b>acd</b> - (for Sylantro Servers only) Indicates the key is configured for Auto Call Distribution. The ACD feature allows the Sylantro server to distribute calls from a queue to registered IP phone users (agents).</li><li>• <b>dcp</b> - (for Sylantro Servers only) Indicates the key is configured for either Directed Call Pickup or Group Call Pickup. The Directed Call Pickup/Group Call Pickup feature allows you to intercept or pickup a call on a monitored extension or a group of monitored extensions.</li><li>• <b>xml</b> - Indicates the key is configured to accept an XML application for accessing customized XML services. You can also specify an XML softkey URL for this option.</li><li>• <b>icom</b> - Indicates the key is set to be used as the Intercom key.</li><li>• <b>flash</b> - Indicates the key is set to generate a flash event when it is pressed. The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold).</li><li>• <b>sprecode</b> - Indicates the key is configured to automatically activate specific services offered by the server. For example, if the sprecode value of *82 is configured, then by pressing the softkey, *82 automatically activates a service provided by the server.</li><li>• <b>park</b> - Indicates the key is configured to park incoming calls when pressed.</li><li>• <b>pickup</b> - Indicates the key is configured to pick up parked calls when pressed.</li><li>• <b>lcr</b> - Indicates the key is configured for the Last Call Return function when pressed.</li><li>• <b>callforward</b> - Indicates the key is configured for accessing the Call Forward features on the phone. A Call Forwarding Mode must be enabled to use this key. "Account" mode is the default.</li><li>• <b>bifxfer</b> - Indicates the key is configured to transfer calls AND configured for BLF on a single key.</li><li>• <b>speeddialxfer</b> - Indicates the key is configured to transfer calls AND configured for speeddialing to a specific number.</li><li>• <b>speeddialconf</b> - Indicates the key is configured to be used as a Speeddial key AND as a Conference key.</li><li>• <b>speeddialmwi</b> - Indicates the key is configured to be used as a Speeddial key for a voicemail account.</li><li>• <b>directory</b> - Indicates the key is configured to access the Directory List.</li><li>• <b>filter</b> - Indicates the key is set for activating/deactivating Executive Call Filtering.</li><li>• <b>callers</b> - Indicates key is configured to access the Callers List.</li><li>• <b>conf</b> - Indicates the key is configured as a Conference key.</li><li>• <b>xfer</b> - Indicates the key is configured as a Transfer key for transferring calls.</li><li>• <b>services</b> - Indicates the key is set to be used as the Services key.</li><li>• <b>phonelock</b> - Indicates the key is set to be used to lock/unlock the phone.</li><li>• <b>paging</b> - Indicates the key is set for Group Paging on the phone. Pressing this key automatically sends a Real Time Transport Protocol (RTP) stream to pre-configured multicast address(es) without involving SIP signaling.</li></ul>
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<b>Format</b>	Text
<b>Default Value</b>	N/A
<b>Range</b>	none line speeddial dnd blf list acd dcp xml icom flash sprecode park pickup lcr callforward blfxfer speeddialxfer speeddialconf speeddialmwi directory filter callers conf xfer services phonelock paging
<b>Example</b>	<b>For BLF&gt;List</b> softkey1 type: list prgkey1 type: list topsoftkey1 type: list expmod1 key1 type: list

## Additional Information

<b>Parameter –</b> <i>softkeyN ring splash</i> <i>prgkeyN ring splash</i> <i>topsoftkeyN ring splash</i> <i>expmodX keyN ring splash</i>	<b>Configuration Files</b> aastra.cfg, <model>.cfg, <mac>.cfg
<b>Description</b>	When a key is configured for BLF functionality, this parameter controls the ring splash alert pattern per key. The following alerting patterns are available: <ul style="list-style-type: none"><li>• Silence (ring splash off).</li><li>• Normal splash (same as current BLF ring splash).</li><li>• Normal - delayed (After a delay of (x) seconds, the normal ring splash is played).</li><li>• Periodic (similar to the normal ring signal that is used by the phone itself. The actual ring melody is based on the current melody set for the line where the BLF key is associated to).</li><li>• Periodic - delayed (after a delay of (x) seconds, the ring signal that is used by the phone is played - see above).</li><li>• One low volume splash (same as the current BLF ring splash but at a lower level to be less intrusive).</li><li>• One low volume splash - delayed (after a delay of (x) seconds, the ring signal that is the same as the current BLF ring splash is played at a lower level).</li></ul> When a key is configured for BLF/List functionality, this parameter controls the ring tone per key. The following ring tones are available: <ul style="list-style-type: none"><li>• Ring tone 1</li><li>• Ring tone 2</li><li>• Ring tone 3</li><li>• Ring tone 4</li><li>• Ring tone 5</li><li>• Silence (ring tone off)</li></ul>
<b>Note:</b>	Ring tones are based on the current ring tone set configured on the IP phone.
<b>Format</b>	Integer
<b>Default Value</b>	<b>For BLF</b> 0 (Silence)  <b>For BLF/List</b> 100 (Ring tone 1)
<b>Range</b>	<b>For BLF</b> 0-6 0 (Silence) 1 (Normal) 2 (Normal - delayed) 3 (Periodic) 4 (Periodic - delayed) 5 (Low volume) 6 (Low volume - delayed)  <b>For BLF/List</b> 100 (Ring tone 1) 101 (Ring tone 2) 102 (Ring tone 3) 103 (Ring tone 4) 104 (Ring tone 5) 105 (Silence)

<b>Example</b>	<p><b>For BLF:</b> softkey1 ring splash: 1 prgkey1 ring splash: 1 topsoftkey1 ring splash: 1 expmod1 key1 ring splash: 1</p> <p><b>For BLF&gt;List:</b> softkey1 ring splash: 101 prgkey1 ring splash: 101 topsoftkey1 ring splash: 101 expmod1 key1 ring splash: 101</p>
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# Issues Resolved in Release 3.3.1 SP2 HF1

This section describes the issues resolved on the IP Phones in Release 3.3.1 SP2 HF1. The following table provides the issue number and a brief description of each fix.

**Note:**

Unless specifically indicated, these resolved issues apply to all phone models.

## Issues Resolved

Issue Number	Description of Fix
<b>Configuration</b>	
DEF33700/CLN34095	6755i: After a firmware update using the TFTP protocol was triggered by a TR-069 Auto Configuration Server (ACS) the phone did not automatically restart. This issue has been resolved.
DEF34112	An issue with certain parameter type definitions caused an ACS inventory error. This issue has been corrected.
<b>SIP</b>	
DEF33635/CLN33877	6739i: When using the phone with the Clearspan Assistant toolbar, adding a fourth participant to a conference call would connect all participants as expected, but the conference would continue to be placed on hold with no way of retrieving the conference. This issue has been fixed.
DEF33665/CLN33900	When using the phone in conjunction with the EdgeMarc Session Border Controller (SBC) in LOCALMODE, an issue was observed whereby the phone would respond to incoming calls with a 404 Not Found response. This issue has been corrected.
DEF33825/CLN34090	6757i: An issue was observed whereby the phone would not refresh a BLF>List subscription after a line mode change. This issue has been resolved.
DEF33849	6757i: An intermittent stability issue was observed when a phone was configured with Shared Called Appearance (SCA) functionality and a call transfer was attempted. This issue has been fixed.
DEF33856	An issue was observed whereby the phone did not request the URI defined within the "action uri xml sip notify" parameter when the call manager sent an empty SIP NOTIFY request. This issue has been resolved.

Issue Number	Description of Fix
<b>User Interface</b>	
DEF26022/CLN33878	With two phones sharing a line configured with SCA functionality and the SCA bridging feature enabled, if one of the phones dialed out (with Live Dialpad enabled) when the other phone was in an active call, the two phones would unexpectedly be bridged. This issue has been fixed.
DEF31971/CLN33875	If an incoming call was terminated immediately after being received, a short delay in ending the call and releasing the line could at times be observed. This issue has been corrected.
DEF33663/CLN34252	6735i & 6737i: When initiating a call transfer, waiting a prolonged period of time before entering the transfer target's number and pressing the Xfer softkey would cause the call information to remain on the phone's screen after the call was transferred successfully. This issue has been fixed.
DEF33391/CLN33876	6731i: In certain scenarios involving Shared Call Appearance (SCA) accounts and multiple lines on hold, an issue was observed whereby the LED of Line key would continue to flash indicating a held call even when the call on hold was picked up and terminated. This issue has been resolved.

# Contacting Aastra Telecom Support

If you have read this release note, and consulted the Troubleshooting section of your phone model's manual and still have problems, please contact Aastra Telecom Support via one of these methods:

## **North America**

- Toll Free 1-800-574-1611
- Direct +1-469-365-3639
- Online at <http://www.aastratelecom.com/support>, click on Contact Technical Support

## **Outside North America**

Please contact your regional Aastra Technical Support.



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